



Undertaking for Rules & Regulations of Connection

Region:		Application No.		Application Date:	
Consumption Category:		Account No.			

- 1 Use of Electricity and/or Water service for the required premises is according to the Consumption Category as mentioned above only.
- 2 If you want to change premises type, Sell, or lease the property, which differs from the type as mentioned above, please visit nearest Customer Services Center to initiate the following:
 - ↪ Apply for Change of Consumption Category / Change of Owner
 - ↪ Update record and provide relevant documents
 - ↪ Pay difference of Connection Fee (if required)
- 3 Failure in complying with the above is against the terms & conditions of FEWA and is subject to the following procedural actions:-
 - ↪ Payment of applicable penalties.
 - ↪ Payment of difference of connection fee.
 - ↪ Payment of difference of consumption amount retroactively.

Legal proceedings may be initiated in case of non compliance to para (3) above.

I, the undersigned acknowledge that I have read the terms and conditions of connection stipulated by FEWA, and undertake to abide by them in full, and FEWA's right to take necessary procedural action if it finds any breach of rules and regulations from my side.

Name:					
EIDA Card No.	784-				
Mobile:					
P.O. Box:		City:			
e-Mail					
			Signature		
			Date:		

ممثل خدمة المتعاملين / ضابط عمليات المركز	المستلم
	التوقيع
	التاريخ

ملاحظات



Terms & Conditions of Violations

الشروط والضوابط الخاصة بالمخالفات

Service Center: مركز الخدمة:

Region: المنطقة:

Emirates ID No:

رقم بطاقة الهوية:

Following are the types of technical & non-technical violations according to approved FEWA regulations, also the penalties and fines associated with them.

القائمة المذكورة أدناه هي أنواع المخالفات الفنية وغير الفنية المنصوص عليها حسب أنظمة الهيئة ولوائحها المعتمدة وكذلك الغرامات والجزاءات في حالة القيام بها

Penalty Amount - مبلغ الغرامة		Type of Violation نوع المخالفة
Water ماء	Electricity كهرباء	
1,000.00	2,000.00	الإخلال بشروط التوصيل A breach of the terms & conditions of connection
-	From 3,000.00 من To 6,000.00 الى	أحمال إضافية غير قانونية Illegal additional loads
From 1,000.00 من To 3,000.00 الى	From 2,000.00 من To 6,000.00 الى	تزويد الغير بالخدمة عن طريق العداد المخصص للمستهلك Providing service to others through consumer's own meter
From 3,000.00 من To 5,000.00 الى	From 7,000.00 من To 10,000.00 الى	توصيلة غير قانونية Illegal Connection
1,000.00	3,000.00	إعادة الخدمة المقطوعة من قبل الهيئة Restoring service disconnected by FEWA
From 3,000.00 من To 5,000.00 الى	From 4,000.00 من To 10,000.00 الى	التلاعب بالعداد أو التوصيلة بغرض تغيير القراءة Tampering with meter / connection in an attempt to change the reading
500.00	1,000.00	تعرض العداد للتلاعب بدون التأثير على صحة القراءة Tampering with meter without affecting the reading
-	From 5,000.00 من To 10,000.00 الى	مخالفة تعهدات التوصيل لخدمة الكهرباء لسكن المواطن Violating rules of electricity service connection of a citizen's accommodation

Important notes

ملاحظات هامة

In case any of the above listed violations occur, FEWA has the right to take necessary actions as per currently enforced regulations and any amendments to these regulations approved by FEWA in the future.

للهيئة الحق في اتخاذ الاجراءات اللازمة في حال ارتكاب أي من المخالفات المذكورة أعلاه حسب اللوائح والنظم السارية في الهيئة أو أية تعديلات قد تعتمدها الهيئة لاحقاً.

In some of the violation cases, in addition to the penalty amount, difference in consumption charges and/or connection fees may also apply.

يتم حساب فرق رسوم الاستهلاك وفرق رسوم التوصيل بالإضافة إلى مبلغ الغرامة لبعض حالات المخالفات.

I, _____، أنا،

I the undersigned acknowledge, that I am aware of the above listed regulations, and shall abide by them.

الموقع أدناه، أفيدكم بعلمي باللوائح المذكورة أعلاه والتزامي بها.

Signature		التوقيع
Date:		التاريخ:



Rules & Regulations for Contractual Relationship - Owner

Consumers of Electricity & Water Services shall abide by the following rules, regulations and any amendments thereto, adopted by FEWA from time to time in accordance with business requirements.

- 1 Settle monthly invoices and any other fees and penalties occurring during contract period.
- 2 In case the owner sells, or rent out the premises to any party or person, must comply with the following:-
 - 2.1 Visit FEWA office for settlement of account, pay dues and obtain a Clearance Certificate.
 - 2.2 Inform new owner / new tenant to visit FEWA office to complete the following procedure:-
 - 2.2.1 Registration of personal details
 - 2.2.2 Provide relevant supporting documents.
 - 2.2.3 Pay required Security Deposit Amount.
 - 2.2.4 Pay Services fee.
 - 2.3 At the end of Tenancy Contract or Tenant vacating the premises, the owner must make sure that the tenant (consumer) obtains a clearance certificate from FEWA before vacating.
 - 2.4 In case the tenant leaves without informing the owner, or obtaining a clearance certificate from FEWA, Owner must inform FEWA and provide requested supporting documents for verification. FEWA has the right to take appropriate action / decision against such cases.
- 3 Owner will be held responsible for any dues or fines on the account, in case of failure in complying with the procedures mentioned in Para 2 above.
- 4 The owner may not leave the account registered in his/her name on the premises that have been leased or sold to others, without the knowledge of FEWA, and in such case the owner shall be liable for any fees and fines due on the account.
- 5 When a tenant vacates the premises after obtaining a clearance certificate or without obtaining it, FEWA will disconnect the supply and close the meter. Owner does not have the right to reconnect service by himself/herself. For reconnection or leasing the premises to a new tenant, it is necessary to visit FEWA office to complete the procedures mentioned in the Para 2.1 & 2.2 above.
- 6 The owner may not request disconnection of service on his/her leased premises, if the tenant (consumer) obtains a valid tenancy contract, pays monthly dues regularly and there are no violations on the account.
- 7 In case of non-payment of final bill or any other financial obligations on the account, FEWA has the right to transfer such amounts to any other account held by the same consumer whoever is responsible according to above paras.

Termination of Contractual Relationship

- 1 Contractual relationship may terminate according to the following:-
 - 1.1 In case a consumer violates any of the terms and conditions of contractual relationship.
 - 1.2 In order to preserve safety and security of the public and its staff, if there are any risks in continuing the service, or exigent circumstances such as natural calamities and the like which are beyond FEWA's control.
 - 1.3 Upon consumer's request.
 - 1.4 Upon issuance of a final judgment from a competent court of law for which FEWA is bound to implement.
- 2 In case of any dispute between FEWA and the customer (Owner/Tenant), the matter shall be resolved amicably. In case of non settlement, FEWA will have the final authority in resolving the dispute for ending the contractual relationship.
- 3 In all abovementioned cases which result in the termination of contractual relationship, owner/tenant liability to pay all due fees and outstanding consumption amounts shall continue and FEWA shall have the right over (owner/tenant) to withhold deposit amount till the settlement of all dues.
- 4 Customer must allow FEWA's employees to enter into the premises to take final readings and remove meters and other FEWA equipments.

Name:			Signature	
Emirates ID:				
Region:		Service Centre:	Date:	